

**BY ORDER OF THE COMMANDER
AIR FORCE MATERIEL COMMAND**



AIR FORCE INSTRUCTION 36-3009

**AIR FORCE MATERIEL COMMAND
Supplement 1**

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Personnel

FAMILY SUPPORT CENTER PROGRAM

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This supplement expands on the guidance contained in AFI 36-3009 as pertains to the roles and responsibilities of Family Support Center (FSC) management and staff. It does not apply to US Air Force Reserve (USAFR) or Air National Guard (ANG) units or members. Send recommended changes on AF Form 847, **Recommendation for Change of Publication**, to HQ AFMC/DPXF, 4375 Chidlaw Road, Suite 6, Wright-Patterson AFB OH 45433-5006.

SUMMARY OF REVISIONS

This supplement further defines requirements for the overall management of the Family Support Center and deliverance of services to eligible DoD personnel and their families, and establishes specific procedures in support of the Family Readiness Program.

AFI 36-3009, 1 February 1997, is supplemented as follows:

2.7.7. (Added) Ensures FSC has an effective self-assessment program.

2.8.1. Manages resources, information management systems, and administrative operations. Supervises administrative personnel.

2.9.4. (Added) In order to fully meet requirements of the position, incumbent should not be assigned augmentee duties during mobilizations/contingencies.

3.1.3. (Added) FSC will offer formal training, consisting of all phases of deployment and support services offered by the FSC to help families during deployments, extended TDYs and remote tours of duty. Training should be completed by all personnel in deployable positions not later than 60 days after being assigned to those positions.

3.1.4. (Added) FSC will be included on MPF deployment/extended TDY (30 + days) processing checklist.

3.1.5. (Added) FSC's role in disaster preparedness planning will be clearly outlined in Base Operations Plan 32-1, Annexes A (Major Peacetime Accident) and B (Natural Disaster). As a minimum, FSC's

inputs to Annex A should include initial response to crisis, initial assistance to affected parties, and long-term assistance. Annex B should reflect the FSC's role during initial phase of evacuation, at intermediate stops, safe havens, and final destination.

3.1.6. (Added) FSC representation on mobility lines to ensure deploying member knows assistance is available to family members during his/her absence, and to offer last minute assistance as appropriate is strongly recommended.

4.1.2. (Added) PFMP Manager:

- Trains and monitors volunteer financial counselors when used.
- Consults with commanders and first sergeants on trends affecting unit members and serves as a consultant to assist with problem solution. Compiles economic profile on community, keeping director and staff informed of financial issues concerning the community.
- Provides news articles, news briefs, etc., to assist DoD personnel and families in managing their personal finances.
- Uses all means of base publicity channels (media, commanders' calls, spouse groups, etc.) to provide verbal and written information that focus on financial matters.
- Works closely with AFASO when a financial crisis occurs, providing counseling as necessary.

4.3.1. (Added) CFP Manager routinely collaborates with TAP, RAP, PFMP, VRP and AFAS on job fairs and part-time job opportunities.

5.2. (Added) Privacy circumstances. Clients must sign the informed consent statement, which then will be attached to the AF Form 2800.

6.4. (Added)

- RAP Quarterly Report. Forward electronically to MAJCOM by 15 January, 15 April, 15 July and 15 October.
- TAP Quarterly Report. Forward electronically to MAJCOM by 10 January, 10 April, 10 July and 10 October.

7.3. Membership. Change "If delegated." to read "If delegated, chairperson will be no lower than Spt Gp/CC."

7.5.1.5. (Added) If the Health Promotion Working Group (HPWG) is combined with the IDS, then requirements of AFI 40-101, *Health Promotion Program*, must be met.

A4.2. (Added) Duties And Responsibilities:

- Provides military and civilian families assistance and support before, during, and after times of local or national emergencies, disasters, mobilizations, deployments, separations, or evacuations.
- Supports the overall FSC functional mission with emphasis on issues related to readiness, disasters, and other contingencies.
- Provides family readiness-related training to FSC staff on a regular basis and to other agencies as needed.
- Assists Family Support Center staff in developing family readiness publications, plans, marketing, education, and information.
- Ensures FSC Readiness Plan is approved, signed, and referenced in base disaster plans.

- Designs and uses evaluation systems to measure FSC response to family readiness and emergency situations.
- Represents the FSC in base contingency, mobility, and disaster preparedness planning ensuring that planning activities include family readiness directed at both individuals and their families.
- Ensures readiness-related statistics are compiled and reported as needed.
- Coordinates with and assists the base Community Action Information Board on issues of readiness for members and their families.
- Networks with both on- and off-base service providers and agencies to coordinate service for members and families in times of readiness, emergencies, evacuations, etc.
- Plans and manages support services, programs, and activities during all separations of significant duration.
- Is responsible for family support groups and related support activities that provide services during family separations.
- Is responsible for the planning, establishment, and management of a Family Assistance Center (FAC).

A4.2.1. (Added) Controls Over Work: Works under the supervision of the Family Support Center director who provides general program guidance and resources and relies upon incumbent to exercise sound judgment and initiative in carrying out responsibilities. Work is evaluated in terms of overall program effectiveness, soundness of recommendations, and effective use of resources. Guidance material is available but not always specific to every situation and requires interpretation and adaptation due to the complexity of situations encountered.

A4.2.2. (Added) Special Duty Qualifications:

- **Knowledge.** Mandatory knowledge of base and community support/service agency functions, base deployment mission and issues, and Air Force organization and administration.
- **Education:** For entry into this SDI, completion of high school or general education equivalency is mandatory.
- **Training:** For retention in this SDI, successful completion of HQ AF Family Matters- prescribed training, and any MAJCOM-prescribed training.
- For retention in this SDI, demonstrated familiarity with and understanding of AF, MAJCOM, and base instructions and policies related to readiness issues, to include but not be limited to: AFIs 10-2, 10-402, 10-403, 10-416; 36-507, 36-2908, 36-3009, 36-3011, and others as required.
- **Experience:** Qualification in any AFSC at the grade of Technical Sergeant is mandatory.
- **Other:** The following are mandatory for entry into this SDI:
 - Demonstrated ability to speak and write effectively and clearly.
 - Demonstrated familiarity with AF support services/agencies.
 - Competency in Microsoft Word, Excel, and Power Point

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